

Role: Visitor Services Supervisor – Engagement	Region: South & West
Reports to: Visitor Services Manager	Pay Grade: Grade 3 - £31,055 pro-rata, per annum
Location: Brodick Castle, Isle of Arran, KA27 8HY	Type of Contract: Permanent. Part-Time, 32 Hours Per Week.

JOB PURPOSE

This role is responsible for the delivery of an engagement and learning programming, supporting the castle guides, supporting the volunteer team, delivering an excellent visitor experience to meet the operational needs of the property.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The key responsibilities and accountabilities of the job are:

- Organise, facilitate and deliver engaging training programs to support Visitor Services Assistants.
- Organise, facilitate and deliver engaging formal & informal education programs.
- Collaborate in creating social media and digital Learning content.
- Ensure detailed records are kept of formal and informal programs.
- Ensure all activities undertaken are fully risk assessed and delivered in line with health and safety guidelines.
- Support the delivery of targeted projects, which can at times be off site, and aimed at specific audiences.
- Assist in planning and delivery of events and projects.
- Duty Management on a rota system and will be a designated key holder.
- Any other reasonable request across Brodick Castle.

This role is one for which the duties, responsibilities or accountabilities of the role require you to become a member of the Protection of Vulnerable Groups (PVG) scheme, administered by Disclosure Scotland. This role involves regulated work with children and vulnerable adults.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications and Skills

The below outlines the key skills and behaviours the job holder will need to possess and exercise:

Essential

- Competency and self-sufficiency in use of IT (email, internet, word-processing, spreadsheets, social media platforms)
- Excellent interpersonal and communication skills; confident in interacting and dealing with a wide range of people; and able to represent the Trust. Any previous theatrical or performance related experience is advantageous.
- Must have enthusiasm for Scottish heritage and in particular family history and history of art/architecture.

- Ability to work within a team or independently with minimal supervision to a high standard.
- Must be able to work effectively on their own initiative.
- Good organisational and time-management skills – including the ability to prioritise work where necessary.
- Understanding of the diverse needs of learners and visitors of all ages, abilities and interests.
- Must have demonstrable experience of education or tour guiding – ideally in the heritage/tourism environment.
- Must have sound working experience dealing effectively with a wide range of people in a public situation.
- Must be willing to show commitment and flexibility in work practice.
- Driving Licence, valid for driving within the UK.

Desirable

- Understanding of CLE curriculum.
- Knowledge of third sector funding portals and application building.
- Proven examples of partnership working.
- Project management and evaluation experience.
- Team leadership and volunteer management.
- Object handling experience.
- An appreciation of the work and mission of the National Trust for Scotland in a general context.

DIMENSIONS AND SCOPE OF JOB

Scale

Brodick Castle, Gardens and Country Park are an award-winning visitor attraction, which attracts over one hundred thousand visitors per year. It contains an accredited museum castle, extensive gardens - holding three national plant collections, country park covering Glen Rosa and Goatfell, food and beverage Woodland Café, retail shop, education room, welcome centre, back offices, ranger centre and holiday cottages.

A site of one of the most important families in Scotland, Brodick Castle holds a unique place in the cultural legacy of Scotland. The site itself receives visitors from across the globe and the impact of the Hamilton-Montrose story is of regional, national and international heritage significance.

The role is responsible for researching and programming engaging content for our visitor services assistants and guests based on our museum interpretation and historic collection. The role will also engage with local stakeholders to deliver a programme of events and workshops for schools, community groups, formal and informal learning.

People Management

- This is not a line management position; however, it will support the wider management team.
- The post will require occasional independent working.
- Will have daily interaction with members of the public of all ages and abilities.
- Will promote the National Trust for Scotland's work in both the cultural and natural heritage sector.
- Will build relationships with teachers, community groups, and colleagues both at Brodick/NTS and within the wider sector.

Finance Management

- Not a budget holder but may have delegated responsibility for managing small funding budgets with assistance from the Visitor Services Manager.
- Will support with the development of business case preparation and the management of small projects.
- Accurate record keeping.

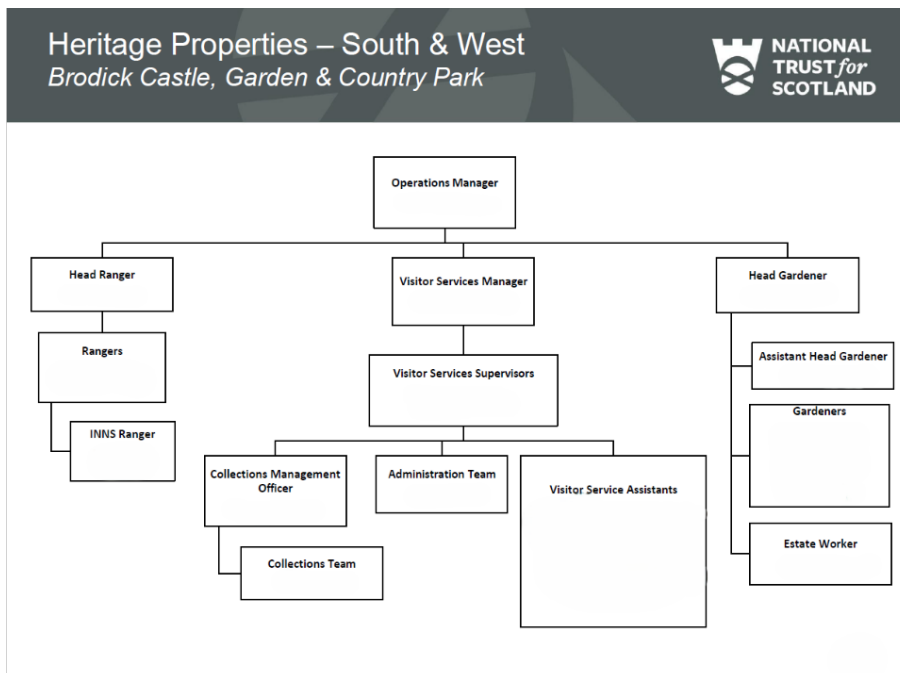
Tools/equipment

- Will be a frequent user of IT equipment and systems.
- Will be delivering content in historic costume.
- Will be handling historic objects and replica objects.

Health and Safety

- To ensure site meets with Health and Safety legislation in liaison with your department manager.
- To ensure all work carried out is compliant with Health and Safety guidelines published by The National Trust for Scotland.
- To use personal protection equipment as provided and directed by your line manager.

Place in organisational structure:



The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or their general abilities.

HOW TO APPLY

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk by Sunday 3rd May 2026.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "VSS Engagement - Brodick"